

City of Baltimore



Executive Assistant to Chief Information Officer Mayor's Office of Information Technology

The Mayor's Office of Information Technology is looking for a dynamic Executive Assistant to provide the full scope of EA services. The ideal candidate has extensive experience managing an executive, has the ability to solve problems, is intuitive, and can think on their feet. Ability to interpret a variety of instructions shows understanding, friendliness, courtesy, tact, empathy, and politeness to others, develops and maintains effective relationships with others; Has a keen attention to detail, ability to interpret complex, an ability to write business reports and correspondence.

Deliverables

Provide executive level administrative support to the CIO and Deputy CIO (primary), and executive leadership team. Arranges schedules, meetings, travel, distributes information, prepares reports and presentations, and performs other administrative tasks to ensure an efficient working environment as well as carries out special projects.

- Assists the CIO/Deputy CIO in formulating and implementing administrative policies, practices, procedures and long term goals.
- Performs confidential and special projects and researches and prepares reports and correspondence for the CIO's signature.
- Assist high level agency managers in the implementation and coordination of administrative aspects of planning projects and programs.
- Investigates and resolves confidential or sensitive administrative problems.
- Attends confidential administrative and operational meetings; organizes, coordinates and monitors the implementation of resultant actions, resolution and administrative decisions.
- Exercises sound independent judgment in screening mail, telephone calls and visitors; decides what matters come to the CIO/Deputy CIO attention; provides information and answers independent of the supervisor.
- Accompanies the CIO/Deputy CIO to public and governmental meetings and acts on meeting decisions and resolutions.
- Manages CIO appointment calendar.
- Performs administrative duties such as answering CIO phone, drafting, editing and typing complex reports, developing, implementing and maintaining appropriate office protocol and organization as well as completely executing or delegating daily administrative tasks.
- Screens and handles matters in support of the CIO.
- Manages agency conference room reservation calendar.
- Communicates with internal/external sources on behalf of CIO.

- Manages complex domestic and international travel itineraries to include coordinating travel and lodging arrangements, updating calendars with travel information and confirming reservations.
- Writes reports, correspondences, contracts, grants and letters, etc. Interprets federal, state and local laws, policies and regulations pertaining to information technology.
- Serves as point of contact for the CIO.
- Attends executive management and community meetings, and resolves complaints/issues from city officials and the general public.

Qualifications

- Advanced to expert level proficiency with word processing (Word), spreadsheets (Excel), presentation programs (Power Point), charting, flow charting, and graphs (Visio). High level of competency in navigating the Internet.
- Skill in working with MS Publisher, Access and MS Project is highly desirable.
- Communication Skills: Ability to read and interpret documents such as civil service rules, policies and procedure. Ability to write business reports and correspondence. Ability to express facts and ideas in writing in a succinct and organized manner.
- Analytical Skills: Ability to solve practical problems and deal with a variety of concrete variables; and an ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Interpersonal Skills: Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities and other individual differences.
- Attention to Detail - Is thorough when performing work and conscientious about attending to detail.
- Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others; attends to nonverbal cues, and responds appropriately. Ability to speak effectively before groups of customers, employees, and management.

Education

- Bachelor's degree from an accredited college or university and five years of experience performing executive level administrative support work, to include two years working in a confidential environment.

Compensation and Benefits:

Commensurate with education and experience and Competitive Benefits.

To Apply

For immediate consideration, interested and qualified applicants should submit resume and cover letter (including salary history/requirement) to talent.masters@baltimorecity.gov. **Attention:** Charmane Baker

EOE/M/F/D/V